

**A METHOD FOR THE DYNAMIC DISPLAY OF RELEVANT SUPPORT  
INFORMATION**

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**ABSTRACT OF THE DISCLOSURE**

5 A method and system of detecting and reporting failures in a computer, in particular a  
personal computer is disclosed. Event codes related to failure events are given unique alpha  
numeric designations, allowing universal recognition of failures related to diagnostic  
programs that are ran. The unique event codes are stored in an error log when a particular  
10 failure is found through the operation of a diagnostic program. The error log is parsed as to  
determined values and can be minimized further by eliminating redundant occurrences of the  
event codes. Event codes can be related to frequently asked question (FAQ) files, the FAQ  
files can then be presented to a user. In certain cases, the presented FAQ files can be  
minimized further by a template that masks out irrelevant FAQ files. The FAQ file that are  
considered relevant can be predetermined per the requirements of the user.